

# **Product Manual**

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# Software Installation

## CHAPTER 1: THE SOFTWARE INSTALLATION

Please read this instruction carefully

1. Insert the CD into the CD-Rom drive to download **Digi RF New Software** and **Encoder Driver**.

2. It will automatically form a table shortcut name as **DigiLock** on the computer desk.

3. Please Keep Special TEMIC card safety. The Special TEMIC card is included to start software.

Your software will ask for manufacture Authorization # automatically within 6 months.

You need this Special TEMIC card # to get permanent authorization Code from manufacture.

4. Please use 4 x **AA batteries** for the lock.

# Running the Software

## CHAPTER 2: RUNNING THE SOFTWARE

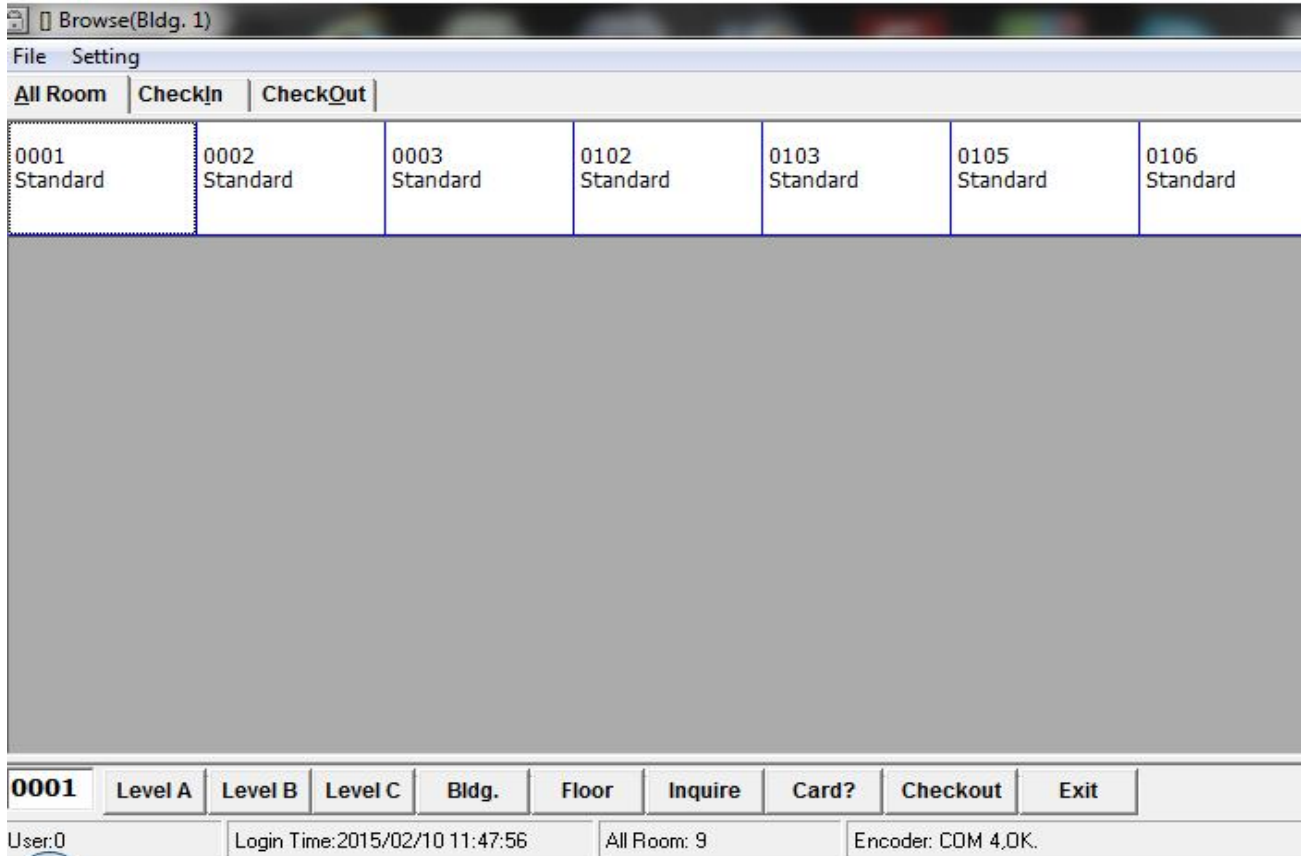
### I. The Initial Defining in Lock Management System.

1. Run the software by pressing **DigiLock** on the computer desk.
2. Input the code and password then to click **OK** to enter main menu.  
(Initial code is: **0** (zero), the password is blank).



# Running the Software

3. The main menu will appear.



4. Put the **Special TEMIC card** on the encoder, this card is supplied with the locks.

# Running the Software

5. Press the **Card?** tab below the menu to bring up the setup menu of the **Special TEMIC card**.



**Hotel Setting**

Level A password: 0

Level B password: 0

Level C password: 0

Hotel Name:

Start Card No.:

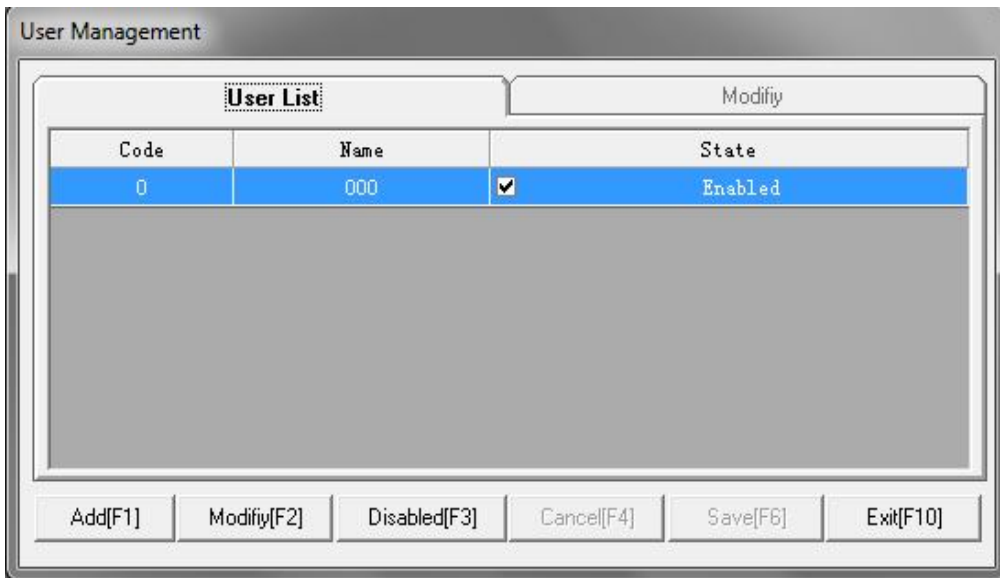
OK Operator

6. Enter meaningful passwords as above for the Level A, B, C security levels. The hotel name can be entered if you want, as well as the operator's code and password.

Press **OK** to SAVE.

# Running the Software

7. Press the **Operator** button to record or modify the list of authorized operators and receptionists.



Press the **Add button** after each new entry.

When finished, press **Save** to exit.

After inputting Level A, B and C Password, Hotel Name and Operator, click **OK** to save the information.

Remove the **Special TEMIC card** from the encoder.

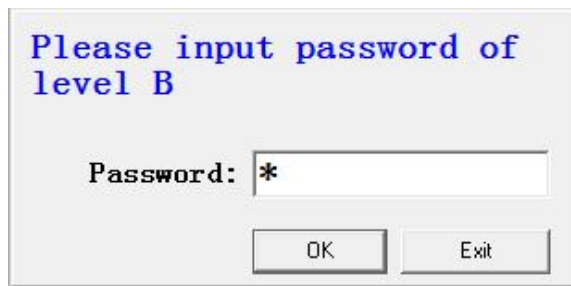
Note:

Keep your **Special TEMIC card** in safe. **Do not lose and overwrite it !**

# Running the Software

8. The defining in Level B: (click the **Level B** first below the menu).

A) Input the code of the Level B (default Password is **0**) ---- enter into the menu of the Level B.



Please input password of level B

Password: \*

OK Exit

A dialog box with a light gray background. At the top, the text "Please input password of level B" is displayed in blue. Below this, the label "Password:" is followed by a text input field containing an asterisk (\*). At the bottom of the dialog, there are two buttons: "OK" and "Exit".

B) Define rooms according to the actual requirements of the hotel on the Level B.



Level B

Floor Card	Waiter	Cleaner
Villa Card	Limit Card	Time Card
Room Define	Room Record	Open Record
		Exit

A menu window titled "Level B" with a gray border. It contains a grid of buttons. The first row has "Floor Card", "Waiter", and "Cleaner". The second row has "Villa Card", "Limit Card", and "Time Card". The third row has "Room Define", "Room Record", and "Open Record". The "Floor Card" button is highlighted with a dotted border. A fourth row contains a single "Exit" button on the right side.



# Running the Software

C) Click the **Room Define** -----enter into the menu of the room define, can change the building name, but the buildings' number cannot be amended on the **building's list**-----define the rooms on the **rooms' list**, especially note the rooms' number must be four digits.

For example: define the room 101, must input the room number is 0101. Click **Add Floor** to add the floors and click **Add Room** to add the rooms.

The screenshot shows a software window titled "Room Define". It contains two tables: "Bldg. List" and "Room List".

Bldg.	Bldg. Name
1	Bldg. 1

Floor	Room No.	Room Type	Charge	Setting Card
1	0001	Standard	688	Issue
1	0002	Standard	688	Issue
1	0003	Standard	688	Issue
1	0102	Standard	688	Issue
1	0103	Standard	688	Issue
1	0105	Standard	688	Issue
1	0106	Standard	688	Issue
1	0107	Standard	688	Issue
1	0108	Standard	688	Issue

Below the tables, there is a text instruction: "Click 'Issue Card' in Setting Card". At the bottom of the window, there are several buttons: "Add Bldg.", "Delete Bldg.", "Add Floor", "Add Room", "Delete Room", "Save", and "Cancel".

## Remarks:

The above defining steps just like to copy all the construction of the hotel into the system, so that the operator at the reception can manage all the buildings and rooms in the system.

# Running the Software

## **How to program the locks?**

### D) Make Room setting card

When you define all the rooms in accordance with your requirements, enter Level B on the main menu, and click **Room Define**-----Make room setting card (there is **Issue Card** button following every room number)-----click **Issue Card** to make the Room setting card.

### **Remarks:**

Each lock needs one room number setting card. The operator should label the correct room number on the setting card so that it can be put into the lock for the corresponding room. After finishing the room setting, those cards can be re-used as Guest Cards.

# Running the Software

## E) Make the **Time Card**

Click the **Time Card** on the menu of the Level B----appear the picture for Time Card-----Input all the required information in the Time Card and click **Issue**.

After that, insert this **Time Card** into all of the locks within half an hour. One Time Card can be used on many locks and also can be reused.

### **Remarks:**

The function of this card is to authorize the current time to the locks so that the time in the locks can be the same as the one in the computer.

Operator should bring the **Reset Card** (This card is already programmed by Manufacture) first before sweeping the **Room Setting Card** and **Time Card**. Every new lock must experience the following steps before they finish their initialization.

Reset card-----Room Setting card-----Time card

If the green light flash when sweeping every of the mentioned cards, that means the initialization is successful, if the red light flashes that means failing.

# Running the Software

## II. Daily Practical Operation

The Operation in Main Menu:

### 1. Making Guest Card (Opening Card)

A) Each box in the main menu indicate each room and the room No. is showing in the box. To make a card for the guest, please click one time on the box which you want to use.

The making card menu will show.

Put the RF Card onto the Encoder, put in the guest name and the days will live in. Then click **Issue Card** button. **Issue OK** showing means the issuing successful.

#### **Remarks:**

The columns for the name of the guest and the days to live in cannot be blank however the ones for the other information can be.

For example, the receptionist want to assign room 0301 to a guest, they can click 0301 box, put in guest's name and days to live in, Press Enter, click **Issue Card** button and the issuing successes. This issued card can open the door locks for 0301.

# Running the Software

B). If one room already has guest to live in, the box indicating that room will be in Blue color. If the rooms are not to be assigned, the boxes will be in gray color. The receptionist can know which room is available to be assigned to the guest by verifying the color for the boxes.

## 2. Check-out

A) The guest will turn the card to the receptionist when they want to check-out, and the receptionist can put the card onto the encoder, click the “check-out” button on the bottom of the main menu. The check-out menu will show on, then click the check-out button to finish.

B) In case the guest lost their card key or you found the guest dose not check out and the room is cleaned. please issue a new card with the same information as the lost card for the guest and check-out with this new card.

## 3. Check Room No.

Checking the room No. by guest name: Click **Inquiry** on the bottom of the main menu, put in guest name, click **confirm** and the result will be shown.

## 4. Check Card

Put the card onto encoder and click **Card?**, the No. and the type of the card will be showing.

# Running the Software

## Level B Menu Operation:

All type cards can be issued In level B menu except the GM Card (General Manager Card), Guard Card, Bldg. Card and Limit-All-Card.

1. Click **Level B** on the button of the main menu. Put into the password of the level B and enter into the level B menu,

2. Make Floor Card

Click '**Floor Card**' and it will show the issuing card picture, please input Name and Floor number and click '**Issue**' to finish issuing cards successfully.

### **Remarks:**

Floor Card can open all the locks for the specified floor except those locks with deadbolt in work.

3. Make Waiter Card

Click **Waiter Card** to show the issuing menu, put into waiter name, building No. and floor No.

### **Remarks:**

The floor No. must to be in two digits and there must be a comma between the building No. and floor No. For example, The correct way to put into the No. for the third floor of building one is **1,03** then click **issue** to finish.

# Running the Software

## 4. Make Cleaner Card

Click **Cleaner Card** and it will show the issuing card picture, please input Name and Floor number and click **Issue** to finish issuing cards successfully. If you need to issue cleaner card with limit time. Please check Time Limit.

## 5. Make Limit Card

If Guest Cards, GM Cards, Guard Cards and Waiter Cards, Cleaner Cards and Floor Cards are lost, you should issue a Limit Card to make all the lost cards invalid:

Put a new RF card onto the encoder, click **Limit Card** and it will show the picture with the information for all cards.

Find the card number for lost card in the picture and double click **Remart** to issue the Limit Card successfully.

Swipe the limit card in front of the lock whose cards are lost, then the lost cards will become invalid. Whenever you find back the lost cards, you can reuse them as new cards. If you created Limit Card for Lost of GM Cards, Guard Cards and Waiter Cards, Cleaner Cards and Floor Cards, You have to Swipe the limit card in front of All of the locks

# Running the Software

Operation of Level A Picture:

1. Start up **Level A** under the main picture and input the password **0** of Level A to enter.

Then you can look up **Login Record** and **Issue Record** and print login records and issue records.

2. Make GM Card (General Manager Card)

Put a new card onto the encoder, click **GM Card**, input Name of card holder, click **OK** then you issue the card successfully.

*(The GM Card can open all the locks of hotels except those locks with deadbolt in work.)*

3. Make Guard Card

Put a new card onto the encoder, click **Guard Card**, input Name of card holder, click **OK**, then you issue the card successfully.

*(The guard card can open all the locks of hotels including those locks with deadbolt in work.)*



# Running the Software

## 4. Make Bldg. Card

Put a new card onto the encoder, click **Bldg. Card**, input Holder Name and Bldg. No., then click **Issue** to make a Bldg. Card.

*(The Bldg. Card can open all the locks of hotels except those locks with deadbolt in work.)*

## 5. Make Villa Card

If you want to issue one card to open several locks (At most 2 locks ). Select Building first, then Floor . Go to the Level B. Click **Villa Card**. Put Holder name, room #, then click add, One by one.

After click **add**. It shows building#, floor# and room#. Then click **issue**.

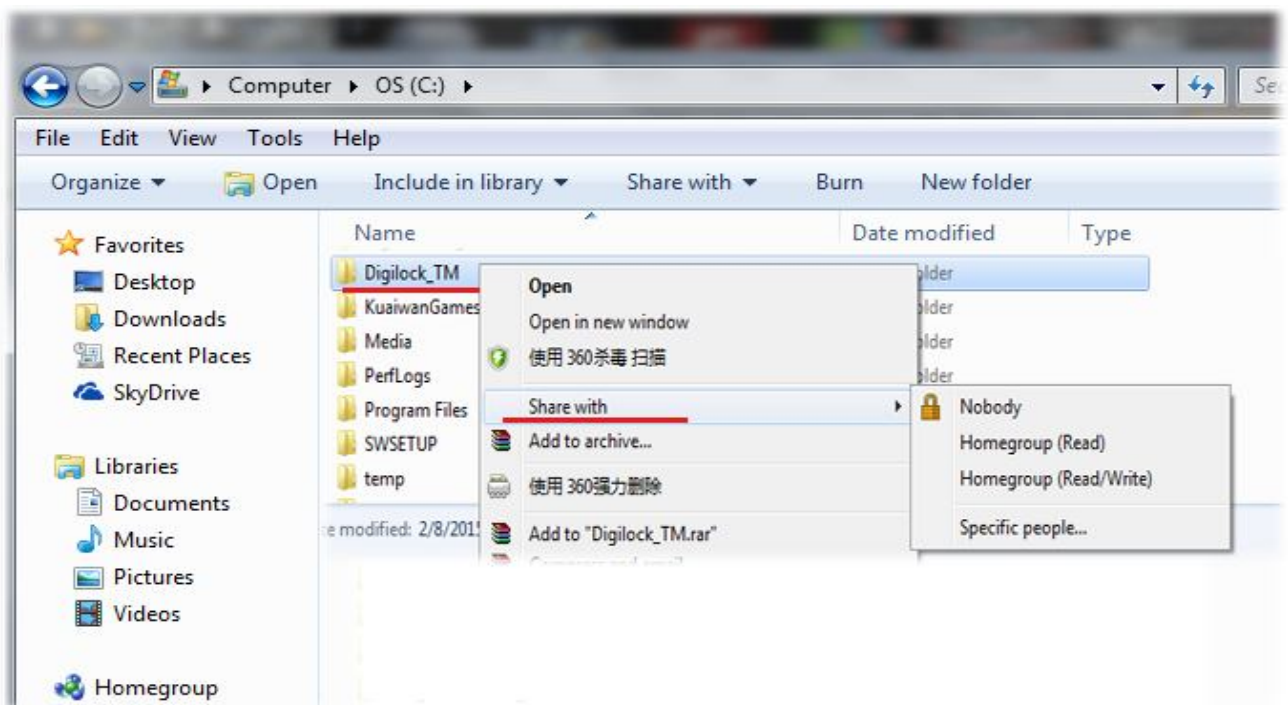
## 6. Make Limit All Card

Put a new card onto the encoder, click **Limit All Card** to issue. The Limit All Card can make all of the former Guest Cards invalid. When you sweep it in front of a lock, the Guest Cards issued and ever used on this lock will be invalid and cannot open this lock.

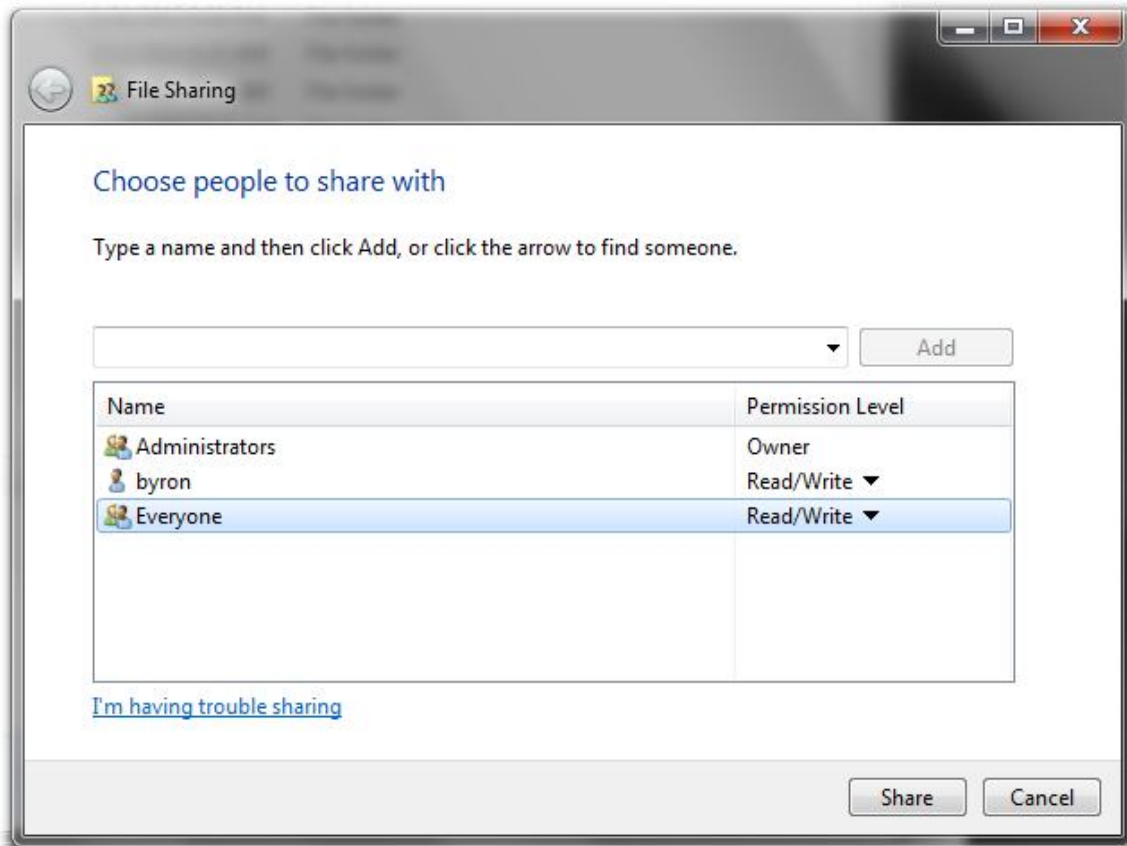
# Running the Software

**How to use 2 encoders on 2 different Computers to issue card at same time. You need to do as below steps.**

1. These 2 computers must be networked.
2. Click computer icon on First Computer, then open **C: drive**. Right click **Digilock Folder** then click **Sharing**.



# Running the Software



3. Download Digi software to second computer

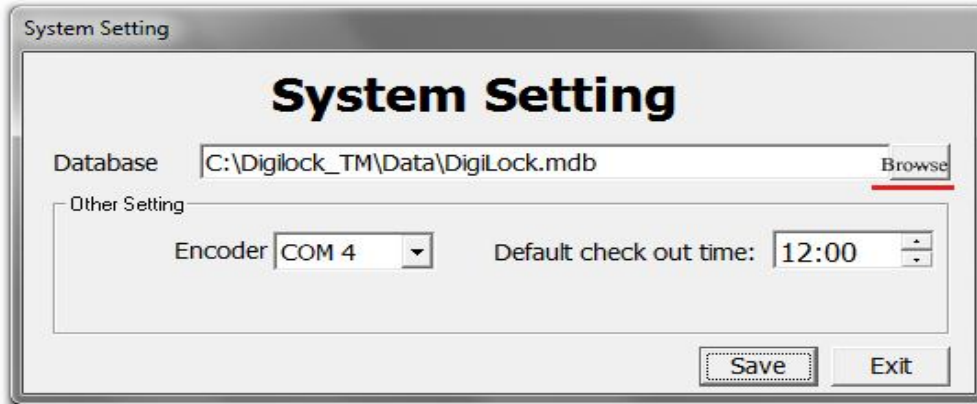
4. Log In (default code : 0 Password leave blank)

Use Same Special card to active software. ( Put the Special card on the Encoder. Click "Card?" on the Software.

5. Click **Setting** on the top

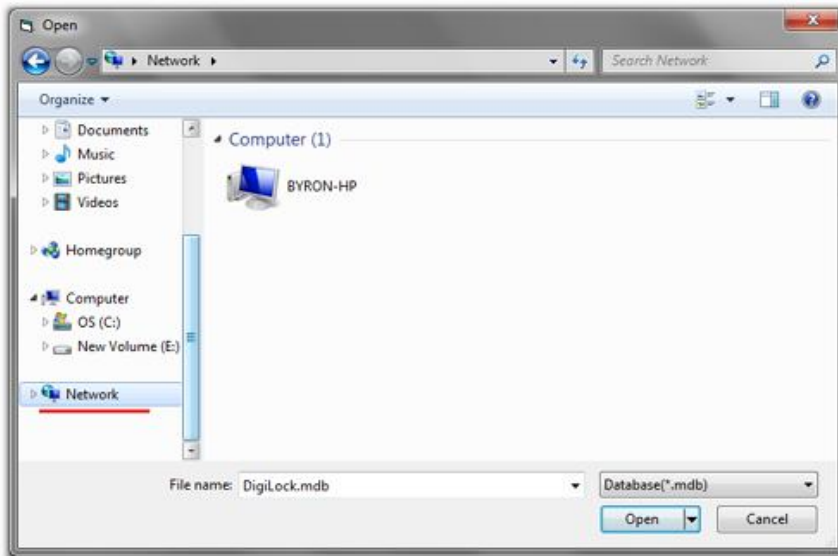
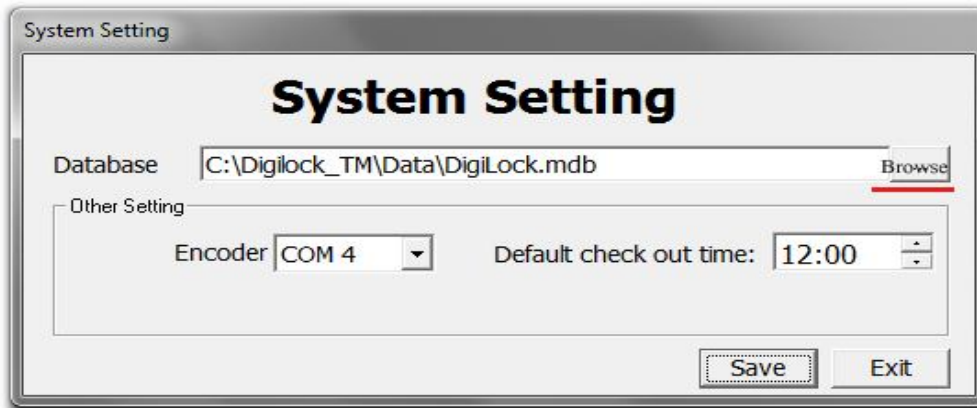
6. Click **System Setting**

# Running the Software



# Running the Software

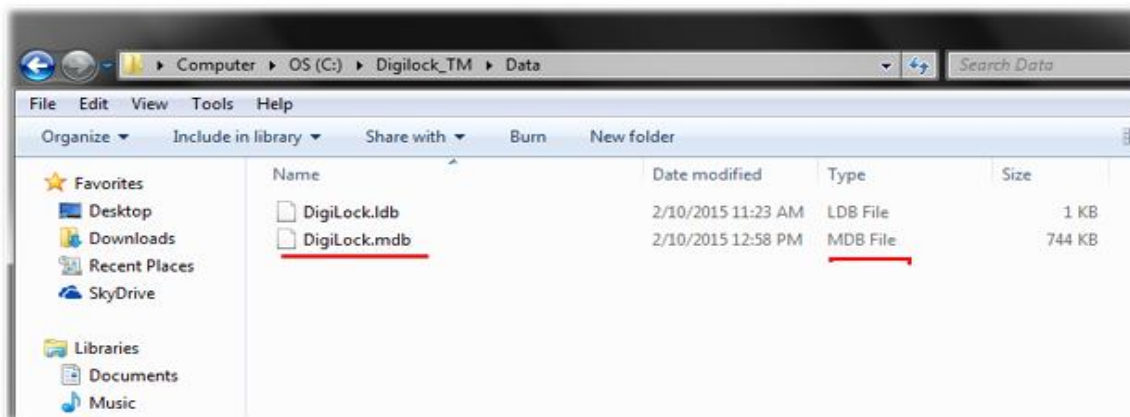
7. Click **browse** then click **Network**



8. Find the Shared **Digilock\_TM** folder on first computer,

# Running the Software

Click to open **Data** . Select **DigiLock.mdb**, then click **OK**.



9. Click **OK** again to exit DigiLock system completely, then log in again.

## **Remarks:**

In case any mistake occurs during your operation, please power off your computer and re-start it one minute later, then this software system can be entered again.

# Troubleshooting

## I. The Hotel Lock Sound/Light Indicator

SOUND/LIGHT INDICATOR	MEANING
One long beep and green light on	Working properly
Three short beeps and red light flashing	Lock did not read the card correct
One long beep, green light on, three short beeps, red light flashing	Lock read the card properly, but wrong room number
One long beep, red light on, three short beeps, another three short bee, and red light flash	Lock read the card properly, but the card is expired or, time of the lock is wrong
Two long beeps, green light on, three short beeps, red light flashing	The lock read the card properly, but the hotel name is wrong
Two long beeps, red light on	The voltage of the battery is low, time to change battery
One beep change to Green then change to red	Wrong direction of battery or one battery low volt

# Troubleshooting

## II. Software Troubleshooting

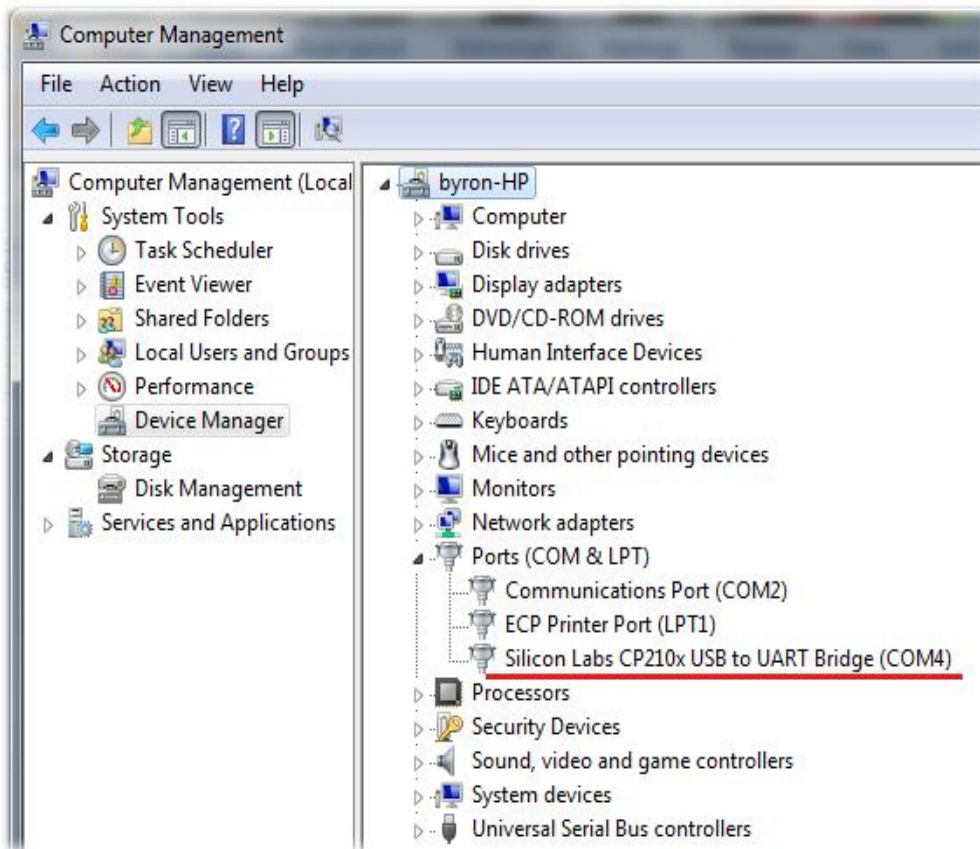
CODE	MEANING	SOLUTION
-128	Reading Card Error	Retry or Restart Computer
-131	Card Code Error	Change Card
-149	Port Error	Change Port
-136	Communication Error	Restart
-100	Need Authorization Code	On Special Card (4 numbers, case sensitive) OR Give us a Call
-500, -600	Use Special or Reset Card	Change Card
-700	Did not use Special Card to activate software	Activate Software
-1	Wrong Encoder Port	Use Correct Encoder Port
-6	Reading Card Error from mag encoder	Swipe the Card Again



# Troubleshooting

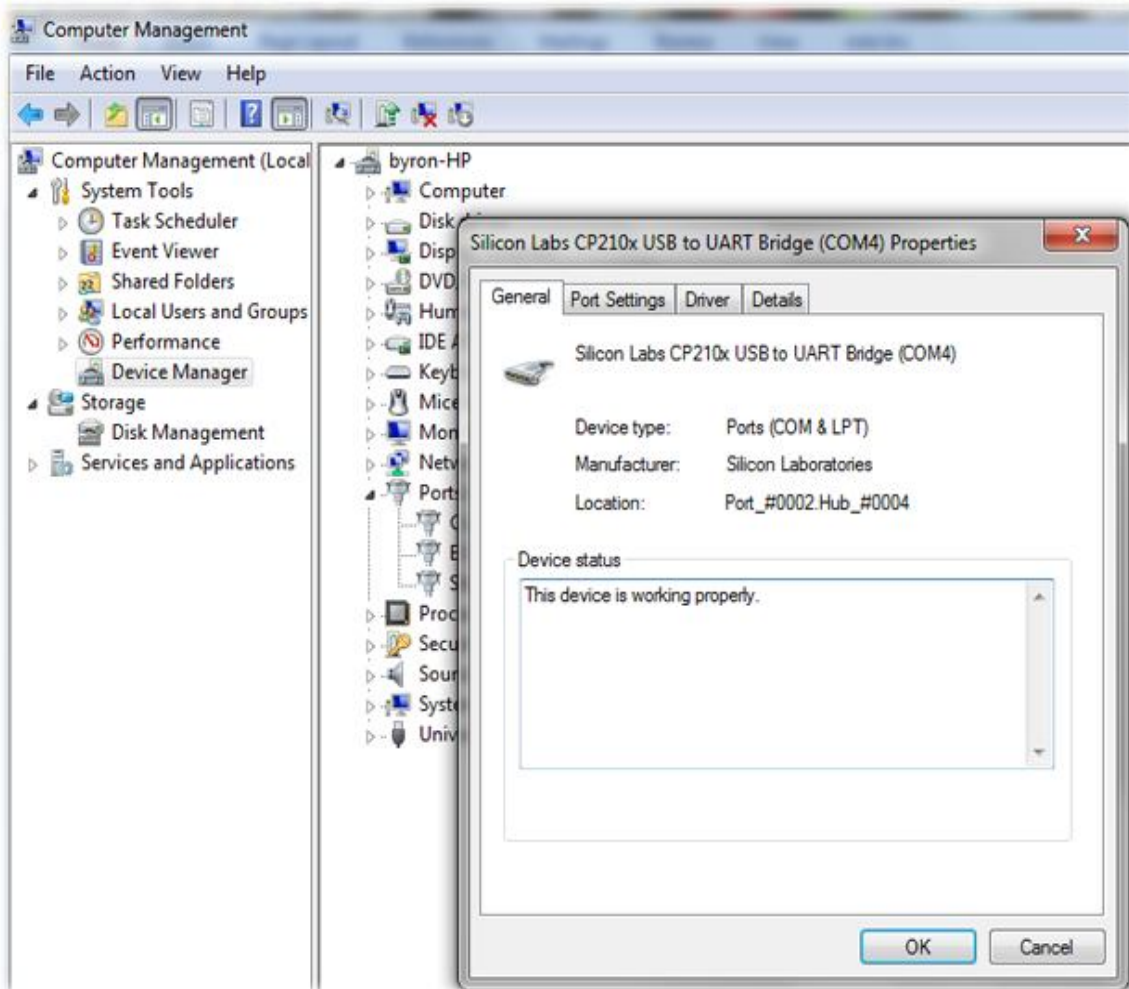
If your software cannot communicate with the encoder, please do the following steps:

1. Right click **Computer** from desk. Click **manage**.
2. Click **Device Manager**.
3. Click **Port (COM & LPT)**.



# Troubleshooting

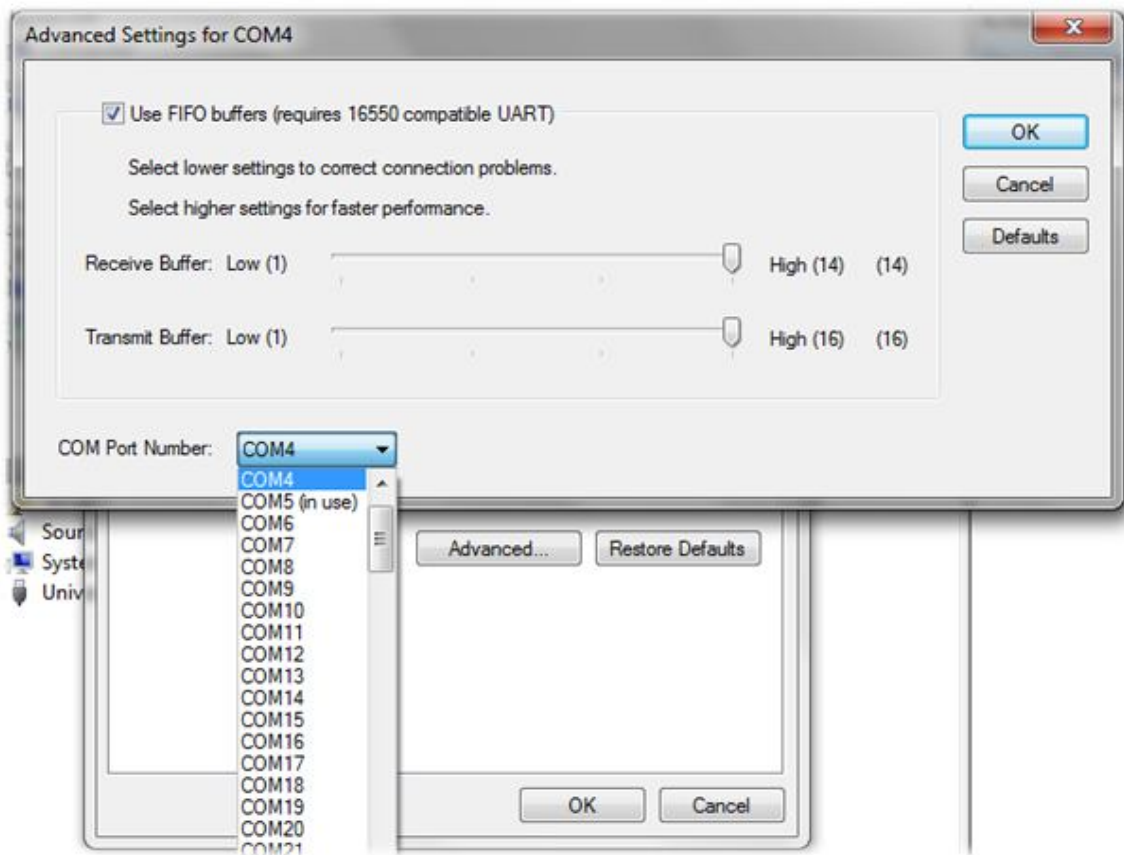
## 4. Double Click USB Silicon Labs CP210 x USB.



5. If you see **This device is working properly**, that means the Encoder is working properly.

# Troubleshooting

6. Click **Port Setting**.
7. Click **Advanced**.
8. Change the port to **COM4**.



9. Click **OK** and exit.

# Troubleshooting

10. Double click the **Software Icon** and Log in.
11. Click **Setting on the top** and click **system setting**.
12. Select **Com4** to match the port on Device Manager.
13. Exit Software system completely and Log in again and reconnect Encoder.
14. If it still get error code, Restart your computer.

## **Maintenance**

We suggest you buy an extra encoder to back up ensuring not to cause a disruption in your daily operation.

# Troubleshooting

## III. Move Data to New PC

1. Click **My computer**.
2. Click **C: drive**.
3. Find **Digilock folder** and open it.
4. click to open **Data** Folder. Right click "DigiLock.mdb" File.
5. Select copy then paste to USB removable memory or CD.
6. Go to software on your new PC and paste "DigiLock.mdb" File. to replace It on Data folder.